# HANDOUT J

## CHECKLIST FOR IMPROVING WIA ADULT/DISLOCATED WORKER PROGRAM PERFORMANCE AT EACH PHASE OF THE PARTICIPANT LIFECYCLE

### INTAKE/REGISTRATION

### Deciding to Register

- ❑ Suitability: For example, consider whether the customer can benefit from WIA services-- are WIA services going to help them become employed, and stay employed, at better wages. Also, consider whether the customer has employment and, possibly, training goals, and is ready to pursue them.
- ❑ Determine which funding stream to enroll customer in:
  - ❑ Youth or Adult program: If the customer is 18-21 years old, consider whether to enroll them in the youth or adult programs. Remember, if the customer's goal is advanced training or post-secondary education, the WIA Youth program will count this positively or exclude them, while the Adult program will count that as a negative.
  - ❑ Adult or Dislocated Worker program: If the customer is eligible for both programs, consider the following. If the customer is unlikely to earn a higher salary in the 2nd and 3rd quarter after exit than he or she did in the 2nd and 3rd quarters before the program, s/he should be enrolled in the Dislocated Worker program because the goals set for the Dislocated Worker wage replacement measure expect that customers to earn only a percentage of their previous wages. By contrast, Adults are expected to have higher earnings than before program participation.
  - ❑ Co-enrollment: If there are services from more than one of the WIA programs that an individual can benefit from (e.g. an ITA from the Adult program, and Mentoring from the Youth program), you can decide to enroll a customer in both. Keep in mind, however, that you will be held accountable for both programs' performance measures.

### Reporting/Documentation

- ❑ Is the individual employed at registration? Related Performance Measure: Entered Employment—if so, they are excluded from this measure.
- ❑ What were the individual's earnings during the two quarters prior to registration? Related Performance Measure: Earnings Change—this figure will be compared with earnings after exit, which are expected to increase by a negotiated amount.

### PROGRAM PARTICIPATION:

### Services during Program Participation

**When a customer enters training:**

- ❑ Make sure the program s/he enters will lead to a credential applicable for the Credential and Employment measure.
- ❑ Made sure there are jobs in the training field, and that they pay a self-sufficient wage, and one which will help the customer contribute positively to the earnings change measure.
- ❑ Make sure the customer understands their responsibility to provide a copy of his/her credential after s/he has attained it.

- ❑ Develop a relationship with the customer's training provider to keep updated on his/her progress in training. Have the provider send /fax you a copy of the customer's credential. You may need to have the customer sign a release of confidential information form in order to do this.
- ❑ Establish a credential "tickler" to remind you when the customer should receive his/her credential.
- ❑ Provide the necessary support services to encourage program completion—transportation, child care, case management, peer support, etc.

## Documentation/Reporting

- ❑ Gather as much alternate contact information as possible. This is crucial for staff to be able to contact customers during program participation, to determine their achievement of program goals, or their need for additional services before exit.
- ❑ Document all activities to prevent soft exits from occurring. Try to contact customers before 90 days have expired (at, say, 60 days) since their last service to see whether they need additional services to be employed, and stay employed, at the highest possible wage. Even if customers have already been soft exited, you can make sure they receive follow-up services to help them find and retain a positive placement.

**EXIT**

## Deciding to Exit

- ❑ Make sure customers have a job and are able to retain it before exiting them. Customers need to have a job by the end of the 1st quarter after exit for Entered Employment and keep a job through the next two quarters for the Earnings Change/Wage Replacement and Retention measures. Customers are not required to be employed with the same employer during the first, second or third quarters after exit.
- ❑ Make sure customers have received all the services they need to find and retain employment before exiting them. If customers need additional services and the WIA program can't directly provide them, arrange for a One-Stop partner to provide those services and keep customers enrolled until they finish all needed services.
- ❑ Consider keeping customers who are in training enrolled until they attain their credential. It may be easier to get documentation from them while they are still enrolled rather than after exit.

## Services at Exit

- ❑ Inform adults/dislocated workers of follow-up services available to them. Follow-up services could include, but are not limited to: Additional career planning and counseling, contact with the participant's employer, peer support groups, information about additional educational opportunities, supportive services. Post-placement training or intensive services are allowable on a limited basis as long as they are necessary, consistent w/ state and local policies and part of an IEP.

## Documentation/Reporting

- ❑ Make sure to record when customers are exited for health/medical reasons or because they are institutionalized, incarcerated, called up for active duty and choose not to return to WIA. These customers are excluded from all performance measures.

- ❑ Keep track of customers heading for soft exits. Try to contact these customers before 90 days have expired since their last service to see whether they need additional services to find and keep a job at a high wage. Even if they have already been exited, you can provide follow-up services to soft-exited customers to help them find or retain employment and earn positives on all performance measures.
- ❑ Check with customers about their post-program intentions. If they are planning to look for a job in a profession or area that will prevent them from showing up in UI wage data, make sure to target them for follow up services to collect supplemental data.
- ❑ Make sure to target any customers who are likely to face numerous barriers to finding or keeping a job for more intensive follow up.
- ❑ Make sure to update alternative contact information before exit. This is crucial to being able to successfully contact customers during the follow up period.
- ❑ You may want to use the quarters handout to make a schedule of when outcomes will be measured for each customer based on their exit quarter.

**FOLLOW-UP**

## Services During Follow-Up

- ❑ Follow up particularly with customers targeted at exit as facing the greatest barriers to finding or keeping a job.

## Reporting/Documentation

- ❑ This should occur in the 1st and 3rd quarters after exit for Entered Employment, Retention and the Employment & Credential. You cannot use supplemental data for the Earnings Change or Wage Replacement measures.

<u>1st Quarter after Exit</u>

- ❑ Is the individual employed at any time during the 1st Quarter after Exit? Related Performance Measure(s): Entered Employment, Employment Retention, Earnings Change, Credential Rate. *Employment during the 1st quarter after exit is critical to performance success. If the customer is not employed during the 1st quarter after exit, they automatically receive negative outcomes on Entered Employment and Employment and Credential, and are excluded from Employment Retention and Earnings Change.*
- ❑ Follow up with customers unlikely to be included in UI wage records. Related Performance Measures: Entered Employment, Employment and Credential—employment in the 1st quarter after exit can be verified, for these measures, using supplemental data.

<u>2nd Quarter after Exit</u>

- ❑ Is the customer employed during the 2nd Quarter after Exit? If yes, what are his or her earnings? Related Performance Measure: Earnings Change-- earnings in the 2nd quarter after exit contribute to the overall post-program earnings calculated for this measure.

<u>3rd Quarter after Exit</u>

- ❑ Is the customer employed during the 3rd Quarter after Exit? Related Performance Measure: Employment Retention—customers employed during this quarter receive a positive outcome on this measure. *Note: supplemental data cannot be used to verify employment for this measure.*
- ❑ Did the customer receive a credential by the end of the 3rd Quarter after Exit? Related Performance Measure: Employment and Credential Rate—customers who attain a credential by

the end of this quarter and who were also employed in the first quarter after exit receive a positive outcome on this measure.

- ❑ Follow up with customers who received training services if documentation of their credential was not collected before exit. There should be a "tickler" in the file providing information on the date the customer is expected to receive the credential.
- ❑ Follow up with customers unlikely to be included in UI wage records. Related Performance Measure: Employment Retention—employment in the 3rd quarter after exit can be verified, for this measure, using supplemental data.
- ❑ What did the individual earn during the 3rd Quarter after Exit? Related Performance Measure: Earnings Change-- earnings in the 3rd quarter contribute the other portion of post-program earnings for this measure.